

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
11. HCO - t o- TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY user or HCO as communicatio n between internet and baudot protocols are not compatible.	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferen cing via internet or ISDN protocols are not compatible.
12. VCO - to - VCO	Waived through 1/1/08	As explained in number three above, voice quality over the	Sprint's Internet Relay Service is not designed to	Waived through 1/1/08	As explained in number three above, voice quality over the	Sprint's Video Relay Service is not designed to

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		internet is not universally effective at this time.	connect an inbound internet caller with the called party who uses TTY user or VCO as communication between internet and baudot protocols are not compatible.		internet is not universally effective at this time.	connect an inbound video caller with the called party with uses voice, TTY user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
13. HCO - to - HCO	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Internet Relay Service is not designed to connect an inbound internet caller with the called party who uses TTY	Waived through 1/1/08	As explained in number three above, voice quality over the internet is not universally effective at this time.	Sprint's Video Relay Service is not designed to connect an inbound video caller with the called party with uses voice, TTY

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			user or HCO as communication between internet and baudot protocols are not compatible.			user, VCO, HCO or anything other than video because videoconferencing via internet or ISDN protocols are not compatible.
14. Call Release	Waived through 1/1/08	An Internet Relay caller utilizes IP data to place an inbound call. The Call operator connects the outbound dialing voice call utilizing Signaling System 7 (SS7). Since these two types of calls are not compatible, the call release	It is not technically feasible at this time to provide call release features with Internet Relay calls. However, Sprint will continue to investigate new developments to allow	Waived through 1/1/08	A VRS customer utilizes a video connection to make an inbound call. The VRS operator utilizes a voice channel (SS7) to make an outbound dial. Because the two types of calls are not compatible, the call release feature is not technically	It is not technically feasible at this time to provide call release features with Video Relay calls. However, Sprint will continue to investigate new developments to allow Video

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
		feature is not technically feasible.	Internet Relay customers to use this feature.		feasible. Also, in the VRS environment, we are currently unable to remove the Video Interpreter agent from the middle of the call when the inbound video caller reaches an outbound customer who also has video capability.	Relay customers to use this feature.
15. 3-way Calling	Waived through 1/1/08	The current Internet Relay call environment does not support the capability to perform three-way calling initiated call from agent via Sprint IP.	It is possible for the customer to initiate a three-way call if he/she has conference calling capability. In this case, the operator does not needed to	Waived through 1/1/08	At this time, it is not technically feasible to provide a 3-way Video Relay call. Customers using VRS do not have the web-enabled ability to initiate 3-way video calls because of the limitations of end	The voice customer is currently able to use the LEC-provided three-way calling feature. One or two of the three legs of the call can be engaged

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
			perform the three-way calling function. However, the limitation is that Sprint's Internet Relay Service will handle only one TTY user (and unlimited number of voice users) when using three-way calling via relay service. It is possible to have 2-Line VCO via Sprint IP using user-initiated three-way calling.		user equipment. Features of customer premise equipment are not under the control of the VRS provider, and therefore the VRS provider cannot control the establishment of a three-way call.	as they would without VRS being a part of the call. VRS is transparent to this process. The VRS agent who receives an inbound video connection has the ability to out dial to multiple voice parties to create a three-way call of which two parts are voice and one part is video. The VRS agent platform is however, unable to support a three way call

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
						between two video customers and one voice user at this time.
16. Speed Dialing	Waived through 1/1/08	Sprint's current Speed Dial system is supported by ANI driven customer profile. Without being able to identify the customer's ANI, Sprint is not able to access the preferred speed dial list.	Customers can maintain their own speed dial list on their computer and paste the phone number on the web prior to the call. The phone number will be pre- populated to agent's dialing window for efficient call processing.	Waived through 1/1/08	This service is currently available for VRS customers who choose to use our webcam based product. They can create a speed dial list online and greatly improve the efficiency and connect time with the outbound party through the Video Interpreter. Individuals using TV-based videophones do not have this	Individuals using TV- based videophones do not have this web- enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS

Waivers	IP Regulatory Status	IP Current Technology Issue/Limitations	Progress and Steps Taken to Meet the Requirement	VRS Regulatory Status	VRS Current Technology Issue/Limitations	Progress and Steps Taken to Meet the requirement
					web enabled ability to speed dial through VRS because of the limitations of this type of end user equipment. Features of customer premise equipment are beyond the control of the VRS provider and determine how the customer can interact with Sprint's platform.	provider and determine how the customer can interact with Sprint's platform.
17. Providing Service 24/7	NA	NA	NA	NA	NA	NA



Appendix M

Sprint Relay Fact Sheet

Sprint Relay Fact Sheet

Sprint Relay

www.sprintrelay.com

Sprint is the leading provider of relay services in the United States so that those who are deaf and hard of hearing can have anytime, anywhere communications. With 16 years of experience in providing Telecommunications Relay Services (TRS), Sprint is the relay service provider for 31 states plus the Commonwealth of Puerto Rico, New Zealand and the federal government. Sprint has been awarded the following state TRS contracts:

Alabama	Indiana	New Mexico	Texas
Alaska	Illinois	New York	Utah
Arkansas	Massachusetts	North Carolina	Vermont
California	Minnesota	North Dakota	Washington
Colorado	Mississippi	Ohio	
Connecticut	Missouri	Oklahoma	
Delaware	Nevada	Oregon	
Florida	New Hampshire	South Carolina	
Hawaii	New Jersey	South Dakota	

TRS enables standard voice telephone users to talk to people who are Deaf, Hard of Hearing or Speech-disabled on the telephone. Under Title IV of the Americans with Disabilities Act, all telephone companies must provide free relay services either directly or through state programs throughout the 50 states, the District of Columbia, Puerto Rico and all of the U.S. territories. Sprint Relay's experience in the field provides the assurance that all services delivered will meet or exceed Federal Communications Commission mandates for TRS.

Sprint Relay Services

Traditional relay services involve a relay operator serving as an intermediary for phone calls between a deaf, hard of hearing and speech-disabled user and a hearing party. The TRS operator speaks words typed by a deaf user on a text telephone (TTY) or via the Internet and relays the hearing person's spoken response by typing back to the deaf user.

Emerging Technology:

Under the Americans with Disabilities, all telephone companies are required to pay a percentage of the money that they collect from their subscribers into a national telecommunications relay services fund. This interstate fund is administered by NECA (National Exchange Carriers Association).

Currently, two technologies are funded through NECA – video and Internet relay services. There is strong competition in the TRS industry due to the fact that no state contract is required in any state to process calls through the Internet.

Video relay services (VRS) provides American Sign Language (ASL) users with an attractive alternative that offers them the opportunity to communicate by video conferencing using ASL their native language, which may be preferred over the traditional TTY relay service. VRS requires users to have a personal computer or television monitor, a Web camera or videophone and high-speed Internet connectivity such as cable and DSL. Sprint Video Relay, powered by CSD (Communication Services for the Deaf), is a free service through the Internet that enables the deaf or hard of hearing user to communicate in ASL to a hearing or standard telephone user. Sprint Relay and CSD launched the first nationwide Video Relay Service in May 2002. To connect with a video interpreter, visit www.sprintvrs.com.

Sprint IP Relay is also a free service that combines TRS with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless devices without having to use traditional TTY equipment. Sprint IP Relay users also have the flexibility of using AOL Instant Messenger to access Sprint IP Relay. To connect using a website, go to www.sprintip.com. To connect using AOL Instant Messenger, send a 10-digit number to the screen name **SprintIP**. Both access methods will connect the caller to an experience Sprint Relay operator.

Sprint IP Wireless Relay is a new service that allows customers who are deaf, hard-of-hearing or who have a speech disability to use wireless relay services on a select number of wireless devices:

- 1) BlackBerry phones (with an operating system 4.0 or higher). Customers can use this service to communicate with any standard or mobile telephone user in the United States via a free downloadable application at www.sprintrelay.com/download/. Users simply select a contact from their address book or enter a phone number with accompanying text instructions to a Sprint IP Relay Operator.

- 2) PPC6700 devices – To download the free Sprint IP Wireless application, go to:
www.sprintrelay.com/download/treo.

Sprint IP Wireless allows users to have the mobility to make a relay call when they need to without a TTY or computer and can be assured the connection is with an experienced Sprint Relay operator.

CapTelSM (Captioned Telephone) relay service is a leading-edge technology developed by Ultratec, Inc. of Madison, Wis., that allows people to receive both voice and text captioning, nearly simultaneously. A special, *CapTel*-equipped phone is required in order to place a call through the *CapTel* relay service. The *CapTel* phone works like any traditional phone with callers talking and listening to each other, but with one very significant difference – captions are provided live for every call. The captions are displayed on the *CapTel* phone's built-in screen so the user can read the words while listening to the voice of the other party. For more information on CapTel, visit www.captionedtelephone.com.

Relay Conference CaptioningSM, developed by Caption Colorado, combines real-time captioning and standard relay service to provide relay conference captioning calls for deaf and hard-of-hearing individuals (in participating Sprint Relay state programs). By using an Internet Text Streaming platform supported by skilled captionists, RCC provides highly accurate real-time captioned text for any live conference call.

For more information, please visit www.sprintrelay.com



Appendix N

Copy of TSP Press Release

Copy of TSP Press Release

Media Contact:

Stephanie Taliaferro, 913-794-3658

stephanie.c.taliaferro@sprint.com

General Press Release

Sprint Completes Voluntary Telecommunications Services Priority Program Enrollment for Relay Network

OVERLAND PARK, Kan. – November xx, 2005 – Sprint (NYSE: S) today announces that it has completed the final milestone in enrolling Sprint's telecommunications relay service (TRS) in the FCC's Telecommunications Service Priority (TSP) Program. Sprint TRS, communications services available for individuals who are deaf, hard of hearing or have a speech disability, is comprised of a network of call centers geographically disbursed throughout the United States.

Effective October 31, 2005, all 14 Sprint Relay call centers were successfully activated under the TSP Program. Unlike other TRS providers, Sprint's TRS network is designed to reroute traffic to other Sprint Relay centers across the country to continue uninterrupted service with minimal customer impact.

"In less than five months, we were able to complete the implementation of the FCC's TSP program," said Mike Ligas, director of Sprint Relay. "Sprint is dedicated to providing effective communications services for individuals who are deaf or hard of hearing and we recognized the urgency to ensure reliable communications during emergency situations."

In 1988, TSP program was established to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications companies are typically overburdened with service requests, such as after a natural disaster. In the event of a regional or national crisis, the program restores telephone services most critical to national and homeland security on a priority basis.

Sprint Relay Portfolio of Services

Sprint has 15 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or who have a speech disability to communicate with hearing persons on the phone. Sprint offers relay services through an intelligent platform to the federal government, 30 states, the Commonwealth of Puerto Rico and New Zealand. Sprint's experience in the field provides the assurance that all Sprint Relay services will meet or exceed Federal Communications Commission requirements for telecommunications relay services (TRS). Relay service is available 24 hours a day, 365

days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

Sprint Government Systems Division (www.sprint.com/government) is based in Reston, Va., and offers the full range of Sprint product and service offerings for federal and state government customers.

About Sprint Nextel

Sprint Nextel offers a comprehensive range of wireless and wireline communications services to consumer, business and government customers. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks offering industry leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.



Appendix O

TRS Information in Telephone Directories

General Information

Calling Assistance for People With Hearing or Speech Disabilities

The Americans with Disabilities Act of 1990 requires all states to provide access to a nationwide telecommunications Relay Service.

Telecommunications Relay Service (TRS)

Through TRS, callers using text telephones (TTYs/TDDs) are able to communicate with people who use standard voice telephones and vice versa. A specially trained Communications Assistant (CA) relays telephone conversations verbatim. The CA translates typed words into speech and spoken words into typed messages so that TTY users and voice telephone users can converse. The CA relays the entire conversation, leaving nothing out. Calls made through the relay service are entirely confidential. TRS operates 24 hours a day, seven days a week.

Local calls made using TRS are made at no extra charge; however, callers will be billed for any applicable direct dial charges and operator assistance charges on their out-going call, just as if they had dialed it themselves. Customers may request that their long-distance company be used when placing long-distance calls. Customers with certain disabilities may be exempt from Directory Assistance charges and certain operator assistance charges.

To use TRS, (both TTY and non-TTY users, as well as Speech-to-Speech users) simply dial 7-1-1.

If you are not familiar with the use of TRS, tell the CA and you will be stepped through the process. Note: For emergency calls, users should dial 9-1-1.

TRS provides many services: Voice Carry Over (VCO) is available for TTY users who can speak but are unable to hear. Hearing Carry Over (HCO) is available for TTY users who can hear but are unable to speak. Spanish language TRS is available as is Speech-to-Speech (STS).

Speech-to-Speech relay is a service mandated by the Federal Communications Commission that enables people with a speech disability to use their own voice, voice prostheses or communication device to place a phone call. Some people who have a speech disability cannot communicate by telephone, as others do not naturally understand their speech. This is often the case for people with cerebral palsy, multiple sclerosis, Parkinson's disease,

muscular dystrophy, and/or limitations from stuttering, stroke or brain injury. Some speech-disabled persons may use a TTY, but TTYs require typing and some may not have the physical ability to type. STS offers an alternative.

An STS telephone call is a relayed call. In a three-way call environment, the TRS CA relays the speech of one person to the other. The CA repeats or repeats the words the person with a speech disability is saying, word for word. The CA can be "passive" (only relaying when needed) or "active" (relaying all communication from the speech-disabled individual). The caller instructs the CA as to how much assistance is needed.

Local and long-distance calls made using STS follow the same billing guidelines as TRS. STS relay, like TTY relay, is available 24 hours a day, 365 days a year. To use STS, simply call 7-1-1.

How to Make a TRS Call from a Coin Telephone

Some public pay phones are specially equipped to provide service to persons with speech and hearing disabilities. You can make a TRS call from a coin phone that has a built-in TTY. Local calls can be made at no charge but for long-distance calls, you must use a calling card, prepaid card or make the calls collect or third-number billing.

- Step 1: Lift the handset and place it in the holder on the side of the phone.
- Step 2: Dial 7-1-1 or the TRS TTY direct telephone number.
- Step 3: (LED (Red Light) Line Status: Slow flashing - line ringing/Fast flashing - line busy).
- Step 4: If a TTY machine or the CA answers the call, the TTY drawer will open automatically. You may begin typing.
- Step 5: If the call is answered by a hearing person, press the * symbol on the telephone keypad three times to start the TTY announcer.
- Step 6: If the drawer begins to close before you complete your call, press any button on the keypad to reopen it.
- Step 7: When you have completed your call, hang up the phone. The drawer will close automatically.

Long-Distance Calls and Area Codes

Calls outside of your local Calling Area are long-distance calls and generally are handled by a long-distance company. Your local telephone service provider connects you to the long-distance company of your choice.



Appendix P

Copies of Relay Newsletters



Mynah Notes

Looking for a job? Click on On-Line Job Applications:

http://www.honolulu.gov/menu/online_services/cityhall_online/index.htm

Click on Job Seekers: <http://www.hawaii.gov/portal/employment/index.html>



Aloha everyone! Happy 2007! My name is LisaAnn Tom and I would like to share some fantastic news with you which some of you may have not heard about yet.

Though it wasn't easy for me to leave all of the wonderful people at Kapi'olani Community College, I was excited to begin a new opportunity. So in November 2006, I started my job as Account Manager for Sprint Relay Hawaii. I assumed this role from Jane Knox. I am very eager to learn all of the new things my position deals with, including Telecommunication Relay Services (TRS), the Relay Hawaii Equipment Distribution Program and many other things related to Sprint Relay. I am responsible for Hawaii Relay Services in Oahu and the neighbor islands. In addition, I have the privilege of promoting awareness about the ability of Telecommunication Relay Services (TRS) to empower; deaf, hard of hearing, deaf-blind and those with speech disabilities are able to lead better lives, get better educations

and better jobs because of advanced relay technologies, and I am proud to represent them. Not only do I get to promote these services within the deaf community, but I also have the opportunity to improve awareness of TRS within the business communities and the general public.

I would like to extend a special thanks to Jane Knox for her excellent work she has done with the relay services for deaf, hard of hearing, deaf-blind individuals and those with speech disabilities as well as those in the hearing community. Many, many thanks go to Todd Bader, who kept the boat afloat while juggling two states during Jane's absence. I am very fortunate to have Todd as my mentor and support person. I also have wonderful support from the whole Sprint Relay Team.

During Todd's visit, about 35 people attended the Hawaii Relay Advisory Committee (Hi-RAC) meeting (Part I) in the Carnation room at the Ala Moana Building on Saturday, January 13, 2007. I am pleased to report that we have about 13 new members on the Hawaii Relay Advisory Committee and their names will be announced in the next newsletter. Another meeting (Part II) is scheduled for Saturday, March 10, 2007 and it is open to everyone! Please come and share your ques-

tions, comments, concerns or ideas with us. Your input is so valuable!

Todd and I will have a Relay Hawaii exhibit booth at the 23rd Annual Pacific Rim Conference on Disabilities March 12-13, 2007 at the Sheraton Waikiki Hotel & Resort. I hope to see you there!

More upcoming events will be announced in the Hawaii Events Calendar at www.asadhawaii.org, on Deaf News Hawaii at deafnewshawaii@mac.com, and in flyers. Stay tuned! For more information, please feel free to contact me at relayhawaii@sprint.com, ltom.mysprint.tv (VP), 866.410.4256 (Fax), 866.835.8169 (TTY), or 800.357.5168 (V).

I look forward to hearing from you soon!

Sprint 

Relay Hawaii
(711) 



Appendix Q

Copy of Monthly Traffic Report

Sprint Relay Hawaii



Sprint Relay Hawaii Traffic Report 2006

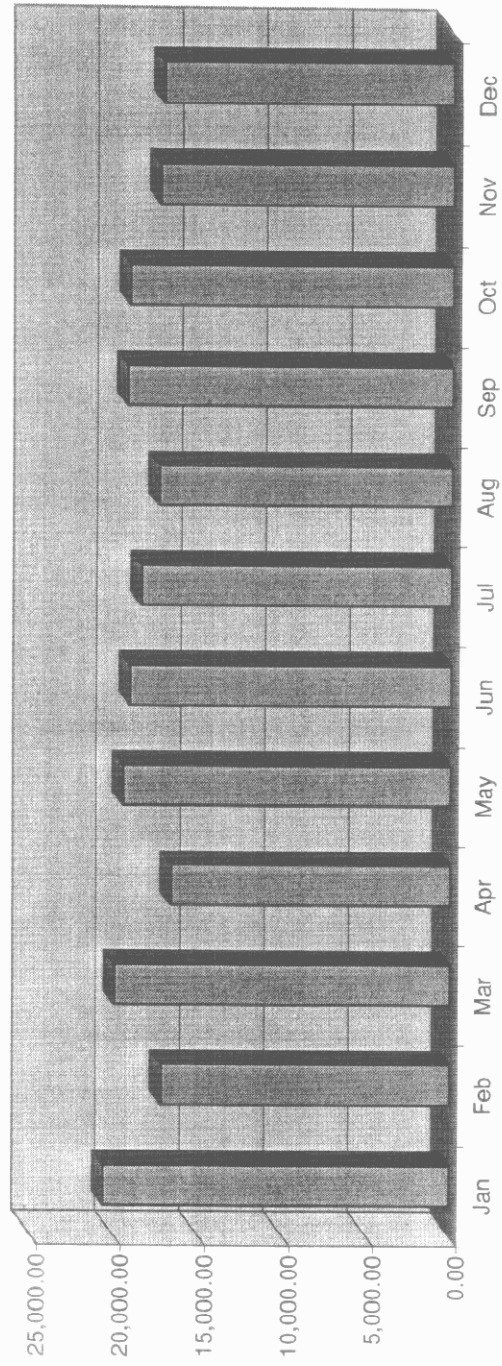


CALL VOLUME	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	1,647	1,461	1,240	1,378	1,263	1,605	1,457	1,455	1,577	1,258	1,357	1,743
	1,976	1,728	1,943	1,580	1,788	1,814	1,392	1,411	1,712	1,641	1,385	868
	1	-	-	-	-	1	-	1	3	-	1	-
	518	405	429	478	504	538	479	445	435	585	486	364
	445	314	392	288	466	541	669	379	286	288	313	391
	-	-	-	-	-	2	12	16	11	21	6	12
Call	-	-	-	-	-	-	-	-	-	-	-	-
dot	1	1	-	-	-	-	-	-	-	-	-	-
ech	7	7	2	7	4	7	7	5	6	5	5	1
TOTAL	4,586	3,818	4,008	3,731	4,025	4,380	4,018	3,712	4,030	3,738	3,053	3,172
	35.90%	37.38%	30.99%	37.06%	31.41%	35.06%	36.34%	39.28%	39.19%	33.13%	38.25%	54.85%
	43.07%	44.21%	48.53%	42.43%	44.47%	40.30%	34.72%	38.06%	42.57%	43.31%	39.04%	21.02%
	0.02%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.03%	0.07%	0.00%	0.03%	0.00%
	11.29%	10.36%	10.71%	12.84%	12.53%	11.95%	11.95%	12.03%	10.81%	15.43%	13.70%	11.45%
	9.70%	8.03%	9.79%	7.73%	11.59%	12.02%	16.69%	10.22%	7.11%	7.80%	8.82%	12.30%
	0.00%	0.00%	0.00%	0.00%	0.00%	0.04%	0.30%	0.43%	0.27%	0.55%	0.17%	0.36%
UDOT	0.02%	0.03%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	3,296	2,806	2,753	2,721	2,877	3,066	2,780	2,566	2,861	2,613	2,583	2,282
alata)	94	75	69	58	81	105	91	43	56	74	81	50
erlata)	-	-	-	-	-	-	-	-	-	-	-	-
	90	109	113	107	102	96	148	146	102	123	132	120
	283	214	271	203	253	301	286	345	355	261	209	239
stance	18	21	18	11	31	26	30	36	37	15	13	12
)	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	-	1	-	1	2	-	-	1	-	-
ted)	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
ance	1,815	1,705	2,375	1,771	1,917	1,804	1,855	1,775	1,882	2,724	1,947	2,022
answer	806	682	780	623	677	904	672	571	613	704	550	475
TOTAL Answer Calls	8,401	6,387	8,577	6,423	6,777	7,404	6,722	5,711	6,133	7,044	5,500	4,757

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	4,346	2,326	4,977	4,259	4,542	4,582	4,348	4,263	4,561	5,477	4,291	4,900
	4,155	2,114	4,903	4,106	4,387	4,414	4,232	4,162	4,410	5,217	4,176	3,979
	4,346	2,326	4,977	4,259	4,542	4,582	4,348	4,263	4,561	5,477	4,176	4,900
Queue	191	212	74	153	155	168	116	101	151	260	115	921
	137	144	143	-	139	141	140	124	127	141	127	133
	235	223	228	-	210	235	213	196	227	239	204	184
	4,542	4,126	4,903	4,106	4,387	4,414	4,232	4,162	4,410	5,217	2,043	3,979
Deleted	6,403	5,614	6,379	5,495	5,938	6,305	5,864	5,482	5,906	6,515	5,495	5,200
	3.67	3.22	3.70	3.10	3.90	3.25	3.35	4.27	3.83	4.40	3.93	4.27
	3.45	3.15	3.18	3.12	3.12	2.65	3.18	3.57	3.65	3.82	3.70	3.37
	0.00	0.00	0.00	0.00	0.00	0.57	0.00	0.00	0.73	3.77	1.45	0.00
	1.83	2.32	3.03	2.58	2.77	2.88	2.25	2.47	2.17	1.70	2.95	3.27
	5.22	6.18	6.10	6.18	4.82	5.62	5.75	5.13	4.27	6.30	5.88	4.82
	0.00	0.00	0.00	0.00	0.00	3.72	6.45	2.68	5.00	1.85	3.47	2.55
Call Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Adol Calls	6.85	6.68	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
ech	3.24	1.88	0.91	3.90	3.44	3.03	3.20	2.58	3.60	3.93	6.22	6.77
n of Comp. Calls	5.07	4.97	5.42	5.05	5.22	4.87	5.27	5.57	5.32	5.87	6.02	6.38
rsation Length	3.52	3.33	3.62	3.28	3.52	3.25	3.57	3.87	3.60	3.85	3.88	4.02
	2.9	2.6	2.5	2.5	2.8	2.6	2.2	2.0	2.2	2.2	2.2	1.9
	91%	92%	90%	90%	89%	90%	92%	93%	92%	92%	92%	94%
Total												
Minutes*	23,321.01	19,444.55	21,727.20	18,814.23	21,040.28	21,956.07	21,167.49	20,676.02	21,449.10	22,278.30	21,373.22	20,294.33
ble to State	20,598.25	17,196.18	19,957.67	16,618.49	19,458.28	19,081.33	18,411.21	17,405.40	19,272.15	19,153.92	17,357.16	17,140.26

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
20,598.25	17,196.18	19,957.67	16,618.49	19,458.28	19,081.33	18,411.21	17,405.40	19,272.15	19,153.92	17,357.16	17,140.26

TRS Billable Minutes to Hawaii



Sprint Relay Hawaii



Sprint Relay Hawaii Traffic Report 2007



Speech to Speech

Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Total
Total Session Min	27.30	43.08	11.43	21.04	19.11	81.43	25.80	24.13	48.54	21.23	20.23	15.41	0.00	331.61
Total Conversation Min	19.35	15.36	0.62	14.11	16.51	19.35	14.41	10.37	18.44	14.30	21.08	8.48	15.13	181.8
Local Interstate	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
International	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Toll-Free	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Interstate Toll	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
800 Session (61%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Toll-Free Conv. Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Total Billable Speech to Speech	27.30	43.08	11.43	21.04	19.11	81.43	25.80	19.10	47.30	21.23	20.23	15.41	26.59	
Number of Calls Made	7	6	2	6	3	6	7	3	6	2	6	1		
Average Length of Call	3.94	1.68	0.91	3.50	3.44	3.08	3.30	2.55	2.60	3.58	6.23	6.77		

Speech to Speech

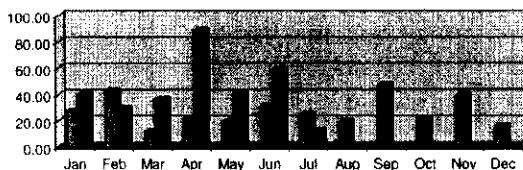
Minutes	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average	Total
Total Session Min	40.00	29.33	36.44	22.23	40.46	26.08	12.34	0.00	0.00	0.00	0.00	0.00	25.22	309.78
Total Conversation Min	32.15	21.51	28.04	26.10	18.43	20.00	0.00	0.00	0.00	0.00	0.00	0.00	15.32	186.23
Local Interstate	0.00	0.00	0.00	4.13	0.00	0.00	0.00						0.39	
International	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	
Toll-Free	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	
Interstate Toll	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	
800 Session (61%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	
Toll-Free Conv. Min	0.00	0.00	0.00	0.00	0.00	0.00	0.00						0.00	
Total Billable Speech to Speech	40.00	29.33	36.44	26.09	40.46	26.08	12.34	0.00	0.00	0.00	0.00	0.00	25.47	
Number of Calls Made	7	3	6	12	6	8	0	0	0	0	0	0	0	
Average Length of Call	3.98	3.47	2.47	4.29	3.37	2.14	1.68	0.00	0.00	0.00	0.00	0.00	0.00	

Hawaii STS

2006
2007

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec

Hawaii Speech to Speech Traffic Report



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	AVERAGE	AVERAGE	Total
Billable Minutes	13,928.71	15,853.88	18,443.83	18,317.58	18,187.98	20,160.94	20,378.81	19,741.88	17,215.43	16,132.42	15,025.76	13,833.83	17,215.43	17,215.43	17,215.43
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Average Per Min Per User	97	92	106	107	108	104	111	107	98	96	88	82	100	100	1,195
CapTel Activated	70	78	90	91	95	87	95	92	83	82	75	84	85	85	1,021
Number of CapTel Distributed	514	521	530	534	544	557	566	568	570	574	578	579	553	553	6,835
CapTel Activated	514	521	530	534	544	557	566	568	570	574	578	579	553	553	6,835
Utilization Rate %	27%	33%	34%	34%	33%	36%	33%	33%	31%	29%	28%	27%	31%	31%	2,140
Average Per call Length Per User	2.97	2.71	2.87	2.83	2.49	2.56	2.59	2.50	2.61	2.51	2.36	2.09	2.14	2.14	74,927
CapTel User Originated the call	5,523	5,326	6,221	5,981	7,039	7,328	7,318	7,199	6,000	5,577	5,381	5,534	5,211	5,211	8,570
Voice Caller Originated the call	849	532	853	798	671	792	723	688	598	726	800	700	714	714	8,570
900 Call	0.00	0.00	0.00	0.22	0.00	0.00	0.00	0.00	0.38	0.00	0.00	0.00	0	0	1
Answer Machine	53.07	98.46	126.89	110.32	88.41	160.12	159.18	172.75	212.46	187.24	125.67	137.20	137	137	1,842
General Assistance	324.21	304.94	337.74	301.48	328.09	347.35	396.50	376.54	245.93	283.94	273.55	266.01	316	316	3,767
Others	0.00	17.84	9.45	34.89	33.39	93.06	96.51	118.70	65.78	81.22	65.10	42.68	55	55	662
In 2 Line	107.21	186.78	292.13	462.95	300.69	316.06	341.70	454.76	290.02	465.51	438.32	480.28	345	345	4,137
Inter-state	3,947.27	1,247.73	1,495.98	1,870.40	1,287.21	2,042.86	1,651.83	1,555.54	1,581.15	1,581.45	1,306.94	1,458.82	1,747	1,747	20,967
Intra-state	11,917.58	11,679.34	14,021.15	14,539.11	15,169.75	15,244.73	15,535.69	14,813.00	12,822.52	11,763.53	10,414.47	11,680.82	13,282	13,282	159,382
Toll Free	2,571.82	2,347.68	2,707.97	1,888.00	1,994.82	2,547.13	2,662.86	2,449.29	2,032.03	1,738.00	1,465.82	1,546.92	2,162	2,162	25,944
International	0.55	1.10	2.52	10.43	5.57	8.70	1.73	0.00	15.18	1.04	5.49	72.85	18	18	123
Total of Domestic Call Min	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71	18,237.71
Inter-state Billable Min	3,947.27	1,247.73	1,495.98	1,870.40	1,287.21	2,042.86	1,651.83	1,555.54	1,581.15	1,581.45	1,306.94	1,458.82	1,747	1,747	20,967
Less Toll Free	1,312.65	1,197.32	1,381.06	962.88	1,017.36	1,289.04	1,358.08	1,249.74	1,036.34	886.38	747.67	783.83	1,089	1,089	13,232
Billable to States	13,663.24	13,437.73	16,114.27	16,374.09	16,897.79	17,409.41	17,466.39	16,506.90	14,532.78	13,644.06	12,035.76	13,440.08	2,849.90	2,849.90	59,589
NECA Billable Minutes	5,259.92	2,445.05	2,877.04	2,833.28	2,284.57	3,341.90	3,009.89	2,804.68	2,587.49	2,447.83	2,054.51	2,242.86	34,198	34,198	34,198
State Revenue	\$25,960.16	\$25,531.69	\$30,617.10	\$31,110.77	\$32,105.80	\$33,077.89	\$33,908.14	\$32,180.11	\$27,802.29	\$25,923.71	\$22,867.95	\$25,346.15	\$27,639.12	\$27,639.12	\$178,403.42
NECA Revenue	\$7,574.28	\$3,520.87	\$4,142.94	\$4,079.92	\$3,289.78	\$4,912.33	\$9,882.76	\$9,618.03	\$3,350.76	\$3,157.70	\$2,550.32	\$2,893.02	\$2,465.08	\$2,465.08	\$383,404.49
Grand Total	\$33,534.44	\$29,052.56	\$34,760.05	\$35,190.69	\$35,395.58	\$37,990.22	\$43,790.90	\$41,798.14	\$31,153.05	\$29,081.41	\$25,418.27	\$28,239.17	\$30,104.20	\$30,104.20	\$561,807.81
STATE:	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9

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State CapTel

